

Workplace Alaska

Class Specification PC Technician

Created:
05/10/2004 by Keith Murry
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Class Title: PC Technician
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Added to WPA for Recruitment.

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EEO4:

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Census:

Last Update Comments:
Range change from 15 (Lobaugh)

Definition:
This is a fully exempt job class under AS 39.25.110(3).

Provide computer support services, mainly focusing on hardware, to the offices and staff of the Legislature and the Legislative Affairs Agency, using phone and in-office support.

Distinguishing Characteristics:

PC Technician job class is distinguished from the Help Desk Technician in that the PC Technician's primary responsible for hardware support and the Help Desk Technician is responsible for software support.

Examples of Duties:

Repair hardware issues on personal computers such as corrupt hard drives, network cards, video cards, etc.

Repair Printer problems such as duplexing units and network issues.

Trouble shooting network installation issues.

Perform installation of interface cards, microprocessors, memory chips, etc.

Perform diagnostic checks of hardware during routine maintenance.

Installation and configuration of operating system and application software.

Installation and termination of Layer 1 cabling.

Maintain a database of common problems and solutions for group resources.

Install and configure new workstations on a network.

Perform annual physical inventory of computer equipment; create management reports based on the physical inventory.

Schedule computers for data backups, packing, and transporting to various legislative offices.

Able to move computer equipment, disconnect cables, pack into boxes, unpack and setup computer equipment, and test for proper operation.

Track movement of computer equipment and office files between interim and session offices.

Maintain a computer database to verify proper arrival of computer equipment and office boxes.

May travel to Anchorage, Fairbanks and remote office locations to pack/unpack, setup or take down computer equipment during office moves.

Knowledge, Skills and Abilities:

Ability to read, understand, and apply information in technical manuals and journals.

Working knowledge of troubleshooting techniques for computers and their peripherals and commonly used microcomputer hardware.

Working knowledge of commonly used microcomputer hardware.

Working knowledge of troubleshooting techniques for computers and their peripherals.

Knowledge of microcomputer hardware configuration.

Ability to read, understands, and applies information in technical manuals and journals.

Ability to learn the techniques used to install and remove interface cards, microprocessors, memory chips, and the like.

Ability to learn the fundamentals of network installation and maintenance.

Ability to remove and install interface cards, memory chips, etc.

Ability to lift 60 lbs of computer equipment.

Minimum Qualifications:

One year of experience in which the primary focus was on network installations, maintenance and trouble shooting services for microcomputers, their peripherals and/or non-complex computer networks. This experience is equivalent to a Help Desk Technician I (range 13) or Microcomputer/Network Technician I with the State of Alaska.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

This is a fully exempt job class under AS 39.25.110(3).

Minimum Qualification Questions:

Do you have one year of experience in which the primary focus was on network installation, maintenance and trouble shooting services for microcomputers, their peripherals and/or non-complex computer networks? This experience is equivalent to a Help Desk Technician I (range 13) or Microcomputer/Network Technician I with the State of Alaska.